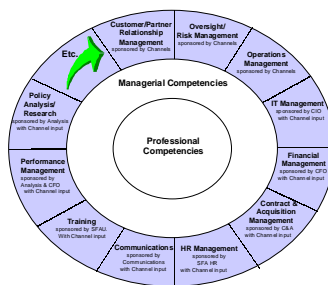




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SFA Competency Dictionary

Functional Competencies *Financial Partners*



Functional Competencies represent the knowledge, skills and abilities required to successfully perform a specific role within SFA.

Functional Competency	Definition
Payments Processing	<ul style="list-style-type: none"> • Demonstrates knowledge of the payment process to guaranty agencies and lenders • Demonstrates the ability to monitor and respond to problems with the payment processes to guaranty agencies and lenders
Technical Assistance	<ul style="list-style-type: none"> • Demonstrates an understanding of the importance and impact of customer support on customer satisfaction and applies the appropriate customer support principles • Demonstrates skill in providing complete, accurate and real-time support to customer inquiries • Identifies customer needs and develops and implements the appropriate training/education programs to serve the customer
Planning and Budgeting	<ul style="list-style-type: none"> • Demonstrates an overall understanding of the planning and budgeting process • Demonstrates knowledge of the overall rules, sources of information and tools available to prepare and consolidate budgets and forecasts • Demonstrates the ability to apply planning and budgeting concepts to ensure accurate and timely reporting of business forecasts and budgets to predict revenues and spending actively • Analyzes and discusses budget implications



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SFA Competency Dictionary

Functional Competency	Definition
Risk Modeling	<ul style="list-style-type: none">• Demonstrates an understanding of the concept and organizational value of risk modeling• Demonstrates the ability to develop systematic and comprehensive risk modeling programs that detect, prevent and reduce losses arising from high risk guaranty agencies and lending organizations• Applies risk modeling concepts and tools to profile guaranty agencies and lenders
Oversight and Compliance	<ul style="list-style-type: none">• Demonstrates an understanding of SFA's oversight role within the industry• Demonstrates an understanding of oversight and compliance program guidelines and regulations• Applies program guidelines and regulations to examine, measure and monitor program participation procedures and finances to ensure compliance
Customer Relationship Management	<ul style="list-style-type: none">• Demonstrates understanding of SFA's service standards and engages in behavior to encourage customer satisfaction• Proactively anticipates customer needs• Uses tools and available information effectively to build insight into customer needs for insightful, integrated interactions• Proactively seeks information and tools to better understand customer's business• Establishes partnering relationships with new customers and builds on relationships with existing customers



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SFA Competency Dictionary

Functional Competency	Definition
Contract Management	<ul style="list-style-type: none">• Demonstrates an understanding of the contract management vision of SFA• Demonstrates an understanding of contract management concepts, procedures and regulations• Ensures compliance with government contracting regulations• Applies the contract management vision to develop, sustain and improve relations with contractors/vendors in order to meet SFA's needs and objectives• Demonstrates ability to monitor progress and ensures vendor/contractor adheres to standards and expected outcomes• Demonstrates skill in working with vendors to lower the costs associated with technology and processes
Technology Planning	<ul style="list-style-type: none">• Keeps informed of emerging technologies and business process innovations to analyze their potential for streamlining SFA operations• Gathers and evaluates business process and technical requirements to identify service improvement and cost reduction opportunities
Office Administration	<ul style="list-style-type: none">• Utilizes knowledge of administrative concepts and practices (answering phones, filing, scheduling, etc.) to plan, deliver and manage support services vital to running SFA's office operations
	<ul style="list-style-type: none">•
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SFA Competency Dictionary

Functional Competency	Definition
	<ul style="list-style-type: none">